MONTANA DEPARTMENT OF PUBLIC HEALTH AND HUMAN SERVICES

TANF/WoRC Work PARTICIPATION SERVICES PLAN (SP)

AS ADMINISTERED THROUGH THE

WORK READINESS COMPONENT (WoRC)

FOR

______________ COUNTY/COMBINATION

FOR STATE FISCAL YEAR 2008

INTRODUCTION

TANF Participation Services (aka WoRC) is a transitional program developed to provide support and guidance to participants as they enter into work/employment. WoRC is instrumental in providing opportunities to participants as they transition from receipt of cash assistance to employment and eventual freedom from dependence on government benefits.

Special emphasis is placed on strength based case management that focuses on placing participants into employment or a work experience site based on a good assessment and referral process, documentation of that process with specific outcomes/results, and supportive services to assist in the process.

Strength based case management is a participant-centered process for identifying participant employment needs and assisting the person to connect with the appropriate resources. The participant's strengths are the foundation for developing a realistic action plan to assist the household in achieving an immediate work goal and long-term self-sufficiency plan.

Action plans and setting timeframes for participant success are critical. What is made apparent in the assessment, observation and interviewing MUST become part of the participant's Self Sufficiency Plan and activities. Assessing individual differences including cultural or geographical differences must be addressed as to how they impact employment. Employment placements and a solid work experience placement system must be developed in order for participants to enter employment.

WoRC is a TANF program and TANF policy as put forth in the TANF policy manual must be followed.

This Service Plan is based on the acceptance of the state's work verification plan and is subject to changes as the Deficit Reduction Act Interim Rules of 2005 are finalized.

TANF Work Readiness Component (WoRC)
Participation Services and Mandatory Related Activities

The current totals of federally required participation hours (based on 4.33 weeks per month) are 33 hours per week for single parent families and 38 hours per week for two-parent families. These limits are subject to change by state or federal regulations.

I. Primary Work Participation Allowable Work Activities

This service is required for every TANF applicant/participant. The goal of this element is paid employment. Single parents need to be participating in one or a combination of these activities for 23 hours each week. Each adult in a two-parent family must participate in one or a combination of these activities for 33 hours per week. Secondary activities may take place for up to 10 hours a week for single parents and 5 hours a week for each adult in a two-parent family. The primary allowable activities that <u>must be offered</u> under this element are limited to any combination of the following:

A. Unsubsidized Employment- Employment is the goal of this program. Placement in work for any hours counts toward the 23 or 33 hour total each week. Explanation of the Earned Income Tax Credit (EITC) and assistance in applying for such are part of this activity.

- Describe how you will develop job opportunities for this activity in your primary community as well as outlying areas.
- Describe any partnerships you have or will develop to assist individual participants in gaining work history and/or employment.
- Describe how you will provide EITC explanations and application assistance.

- Describe the third party verifications you will use to show actual participation hours for reconciliation of activity hours under this component.
- Describe how you will meet the requirement for daily supervision.

B. Work Experience (WEX)

WEX is the placement of a participant into an actual worksite in order to gain useful training and experience. This experience should cross over into employment which is the goal of this component. WEX placement is not a mandatory activity but is one of the activities available to help participants to receive training on site. It is recommended that participants be assessed and placed into this component as early as possible.

- **WEX Placement-**placement at actual work site.

  The spectrum of WEX sites developed may offer two levels or tiers: 1) to develop proper workplace behavior and, 2) to develop or learn certain specific skills. The levels may exist at the same site or may require the participant to move through sites as they advance their skills and training levels. It is <u>mandatory</u> to monitor all WEX sites or placements monthly through a face-to-face visit with the site supervisor. Phone contact should occur at least every week between such face-to-face visits. Worker's Compensation for a person placed in this element is covered by DPHHS. Examples of tiered sites are:

  Level one – Clothes sorter at a charity organization such as Goodwill; recycling pick-up route assistant or similar activities. The purpose of this level is basic employment readiness: showing up on time; wearing presentable attire; taking basic instructions, following directions, meeting needs of those with restrictions, etc.

  Due to the restrictions for some participants, it is highly recommended that a tier one site be utilized in the WoRC office. WoRC can partner with local community service sites for duties or can find duties within their organization which would train participants in basic life and employment skills which translate into employment readiness achievement.

  Level two – Clerical or data entry; reception work; other basic office, store or basic manufacturing skill development. The purpose is to learn or enhance skills that can be used in the first job or job advancement.

  - ➢ Describe how employer or WEX site/participant matches are done. List the assessments completed and how the information is used as part of the matching process.
  - ➢ Describe how WEX sites will be developed for each tier and how they will be monitored monthly within your service area.
  - ➢ Explain how you might use this component to assist a participant in documenting potential restrictions and limitations as part of the SSI application and appeal process.
  - ➢ Describe the third party verifications you will use to show actual participation hours for reconciliation of activity hours under this component.
  - ➢ Describe how you will meet the requirement for daily supervision of this component
  - ➢ For current contractors, please submit a list of current, active WEX sites. For RFP purposes, proposers, who are not current contracts should include a list of potential WEX sites they would set-up if

confirmed as SFY08 contractor. This list does not count in the RFP page count limit.

C. Community Service Programs

This is a participant driven activity. Participants can volunteer in a recognized volunteer agency and position as long as they are providing a useful community purpose. It is the participant's responsibility to locate a site and report participation hours that are verified. Workers' Compensation is not available for participants at self-directed volunteer sites. Use of this component is limited. It is to be used to fill primary hours when other activities do not meet the full 23 or 33-hour requirement. It may also be used when absolutely no other work activities are available or appropriate. Monitors will be reviewing this component to ensure limited use.

- Describe how you will monitor this activity both for participant hours and limited use.
- Explain which agencies in your community meet the definition of a recognized volunteer agency serving a useful public purpose.
- Explain how you might use this component to assist a participant in the SSI process.
- Describe the third party verifications you will use to show actual participation hours for reconciliation of activity hours under this component.
- Describe how you will meet the requirement for daily supervision of this component.

II. Limited Primary Activities - Under current TANF regulations, certain activities may be designated as primary activities (though not actual work), which count toward the first 23 or 33 hours of participation each week. These activities, however, are time limited.

A. Job Search/Job Readiness – This activity is important as it assists participants in obtaining employment, which is the TANF goal. Certain activities that assist the participant in becoming job ready may be part of this element**. This component cannot exceed 12 weeks in any federal fiscal year and no more than 4 such weeks can be consecutive**. **One hour of job search/job readiness in any week is counted as a complete week of job search/job readiness for federal reporting purposes,** so this component must be used wisely and to the participant's maximum advantage. Each case manager must manually track the history of this component for each participant in order to have the information needed for appropriate scheduling.

- Explain what activities you will include in the job search portion of this component and how your agency will provide such activities.
- Explain what activities you will include in the job readiness portion of this component and how your agency will provide such activities.
- Explain how you will decide if it is an appropriate time to utilize this component (due to its limits).
- Limits are tracked on TEAMS, but no history is recorded. An error message appears when this component is input and the limited weeks have already been used. Explain how you will monitor and track locally to benefit participant planning.

- Describe the third party verifications you will use to show actual participation hours for reconciliation of activity hours under this component.
- Describe how you will meet the requirement for daily supervision of this component.

B. **Vocational Education Training/Short Term Training –** This component includes vocational education beyond high school that leads to a certificate or associate degree. Bachelor degrees are prohibited. There is a 12-month lifetime limit for any individual in this activity. Each case manager must manually track the history of this component for each participant in order to have the information needed for appropriate scheduling**.**

- Explain how you evaluate a participant's action plan; stated goals or self-sufficiency plan to make sure the planned education leads to employment.
- Explain how you will counsel participants to use these 12 months to their advantage.
- Limits are tracked on TEAMS, but no history is recorded. An error message appears when this component is input and the limit has been used. Explain how you will monitor and track locally to benefit participant planning.
- Describe the third party verifications you will use to show actual participation hours for reconciliation of activity hours under this component.
- Describe how you will meet the requirement for daily supervision of this component.

Secondary school attendance or course of study leading to certificate of General Equivalences– To count as a primary activity, this component **is ONLY available** to individuals **under 20 years of age without a high school diploma or GED certificate.**

- Please indicate how you will coordinate the provision of secondary school attendance with the local providers within your community.
- Please explain how you will monitor attendance and track actual participation hours.
- Please describe any partnerships you have to assist participants in achieving their high school diploma or GED certificate.
- Describe the third party verifications you will use to show actual participation hours for reconciliation of activity hours under this component.
- Describe how you will meet the requirement for daily supervision of this component.

III. **Secondary Work Participation Activities –** These activities can only be used as secondary activities to complete the final ten (10) hours of the required 33 hours per week for single parents and the final five (5) hours of the 38 hours a week for two-parent families. <u>**The above noted primary work activities must take place for 23 or 33 hours each week in order for any hours to count in the federal participation reporting.**</u>

A. **Job Skills Training directly related to employment** – The activities in this component must provide training and education for job skills required by an employer to provide an individual with the ability to obtain employment or to advance or adapt to the demanding changes in the workplace. Activities in this component may include customized training to meet specific employer needs, general training that prepares a person for employment, training or classes for a specific job or occupation, literacy instruction needed for a specific job.

- Explain what activities you plan to provide under this component.
- Explain how you will partner with employers to provide training for participants.
- Explain how you will track and limit hours to those after the initial 23 or 33 hours of work participation.
- Describe the third party verifications you will use to show actual participation hours for reconciliation of activity hours under this component.
- Describe how you will meet the requirement for daily supervision of this component.

B. **Adult Basic Education or Literacy Activities -** Education directly related to employment, OR satisfactory attendance at a secondary school or in a course of study leading to a GED. **This activity is limited to individuals who are 20 years of age or older AND do not have a GED or High school diploma.** If a person already has a **GED** or high school diploma and needs additional education or retraining, these activities must be placed under WEX or Job Skills Training (as above) and must be limited.

- Explain how you provide this activity as a secondary activity to only those eligible for it.
- Describe any partnerships you have to assist participants in achieving their high school diploma or GED certificate.
- Explain how you will document and track the activity and limited hours.
- Describe the third party verifications you will use to show actual participation hours for reconciliation of activity hours under this component.
- Describe how you will meet the requirement for daily supervision of this component.

IV. Other Services to be provided:

While SSI related services are not a primary or secondary allowable activity in the present form, the services may still be provided as part of a person's self-sufficiency plan. Assisting TANF participants in the navigation through the complex SSI process might be done through a WEX component or use of Community Service to prove or disprove a physical or mental condition qualifying the individual for SSI. Your case management assistance will be required in:

- Filling out the initial application (include researching phone numbers, getting records and verifying appointments);
- Appointment Assistance (arranging transportation, if necessary, and following up on participants' attendance at required appointments). Appointments may include legal process appointments required by SSA as well as appointments for assessments and follow-up visits.
- Assisting Disability Determination Services (face-to-face assistance, assisting participants in obtaining medical records or getting appointments, assisting participants through the SSI process in a manner that meets the timelines and deadlines of SSA).
  - ➢ Please describe the activities you will use to assist participants in the SSI process.

- ➢ Please explain how you will coordinate services with Disability Determination Services and Social Security Administration.

V. Participation Management Services– Ongoing for each participant.

A. Case management

1) **Immediate Engagement** – Priority appointments must be available for the participants for enrollment and immediate engagement of appropriate negotiated activities. Participants must be seen within 3 days of the referral on RELI. With local Offices of Public Assistance (OPA) doing same-day service, it is recommended that WoRC try to accommodate applicants as soon as possible, but no later than the third day.
   - Please explain your process for priority appointments and how you will insure the participants are seen timely. Be specific as to the process for checking/receiving referrals.

2) **Alternative contact methods, sites, and hours -** It is imperative that WoRC provides services and coordinates services when and where they are needed. Activities and services must be available during hours the participants can access them. Outreach to remote sites should occur to develop WEX sites, contact participants and provide services. Alternate contact methods and service provision are expected as necessary. Meeting participants in neutral surroundings to investigate good cause or personal barriers is recommended.
   - Please explain what hours your office will be open or case managers will be available to participants. If you are not willing to extend office hours, what other methods are in place to provide services to participant who cannot make it into WoRC during the 8-5 time span?

3) **Formal collaborative efforts -** Collaborative efforts with all other associated community caseworkers, including OPA, for provision of potential resources must occur regularly and always occur in crisis situations. Appropriate information releases must be signed and in place before information is exchanged.
   - Describe your collaborative efforts. Be specific as to when, where and how you collaborate; with whom you collaborate; and, what strategies are in place for crisis situations.
4) **Supportive services -** Supportive services must be available for all scheduled activities as needed by participants. You must continue to coordinate supportive services with your local OPA as they may still give supportive services to those enrolled in Tribal Native Employment Works (NEW). Expenditures for all county issuances need to be tracked internally so both the OPA and WoRC know remaining balances each month.
   - Please describe your supportive service process and how you will insure they are available to all participants demonstrating the need for services.
5) **Case management services -** Ongoing weekly face-to-face case management for each participant is required with alternative arrangements accepted when appropriate. Case management may include the brokering of resources for the participants. Referrals to other services will include follow-up to insure that contact was made and timely and appropriate services were addressed by the outside agency.
6) **Self-sufficiency plan** – For every person who is served by WoRC and has been on TANF for at least six months, a self-sufficiency plan (SSP) must be

developed, regularly updated and thereafter, followed. The SSP is the long-range plan for how the participant is going to support the household once TANF benefits end. The SSP identifies the goals and then outlines the steps and timeframes for achieving each goal. The SSP steps are detailed in the participant's Employability Plan

7) **Extended Benefit and At-Risk Cases –** These cases generally require more case management time. At a minimum there must be weekly face to face case management meetings documented in TEAMS case notes to show any progress or lack of progress the participant is making towards their goals. Clearly detailed activities must be measurable and listed separately on EMPS.
    - Explain how you will coordinate with OPA and the County Director on conducting the at-risk interviews. Explain your process for monitoring the extended benefit and at-risk cases to be sure they are making progress towards their goals.
8) **System and Data requirements –** It is a requirement that the contractor be able to access The Economic Assistance Management System (TEAMS) to record and track WoRC participation, activities, supportive services and other elements as necessary. The WoRC Contractor Guidelines will detail which activities must be tracked and how to track them. The Department has furnished WoRC computers and printers for case managers directly affiliated with WoRC data input case management. Should operators change, the equipment must be transferred to the new operator unless otherwise negotiated. Additional computers may be purchased by a contractor, but must meet all Department standards and regulations.
9) **Policy –** The TANF policy must be followed per the TANF manual and WoRC Guidelines. This includes all TANF policy regarding sanction, supportive services, reconciliation and participation.
10) **Coordination** with other TANF funded programs such as EDGE (out of the Office of Public Instruction), Family Economic Security Programs, Accelerated Employment Services and mental health aimed at moving participants into employment is required.
11) **Childcare** information and referrals will be provided in accordance with Department policy and WoRC guidelines.
12) All case managers must receive **HIPAA and Civil Rights training** annually and must be informed of all the confidentiality requirements of both DPHHS and the contracting entity.
13) **Reporting** – The WoRC monthly report is due the 20th of each month for the prior month. The work comp report is due the 10th of each month. The reports must be submitted timely.
14) **An inventory** of all DPHHS computers/equipment will be maintained and updated regularly. The inventory needs to include any computers/equipment purchased with TANF/WoRC funds.
15) **Marketing** – The WoRC program must market the program. This marketing is first to the participants to help them to see the benefit of participation and then to employers and community agencies to get their support of the program. This is especially needed in the area of physical and mental health care providers.
    - Describe your marketing strategy. Explain how you will make community partners including educational, medical and mental health aware of the services offered and the program requirements.

16) **Internal controls for participation** – Case reviews must be completed by supervisory staff and the findings self-reported. Case file reviews (form provided) are requried for each program. Supervisory staff members are to complete 3-5 reviews for each case manager they supervise. The findings must be compiled and sent to the monitors on the summary form.
    - Explain your process for selecting files and the any follow-up in the findings.
    - Describe who is responsible for reporting those findings to the monitors.

Please sign below indicating that you agree to abide by and provide all of the above per TANF manual and WoRC Contractor Guidelines.

____

Name Title Date

SERVICES PLAN BUDGET

Direct and Indirect costs, cost allocation plans, fiscal accountability, and audit procedures must be documented and verified per Generally Accepted Accounting Principles (GAAP).

Please fill out the budget worksheet and supply the narrative and other materials as indicated below:

A **PROJECT OPERATING PLAN NARRATIVE** must accompany the Budget Worksheet. It must include:

> **Personal Services –** Individually list the position titles, number and percentage of full time equivalent positions for each position title and what the position does in the program. List the salary and total benefits to be charged to WoRC for each position. Do not include any personnel for which you have a subcontract. Please list the name, address, e-mail address, and phone number of the financial officer or other responsible fiscal person designated by your organization. Follow the directions below to determine if a person's time should be counted as administrative cost or program cost. In the Personal Services narrative section, list the salary range for each position title.
>
> **Operating Expenses -** Indicate all operating expenses on the Budget Breakdown worksheet. Examples of operating costs are rent, utilities, supplies, and phone. If you subcontract for any portion of the program, include those expenses as a separate line on the Budget Breakdown worksheet. Explain what portion of the program is subcontracted, any personnel supplied through the subcontract and indicate the cost of the subcontract in the "Additional Narrative" section following the budget. Copies of the subcontract **must** be submitted to the PAB Contract Officer as per your contract. Refer to **Attachment A of the contract** for contractor's accountability and responsibilities pertaining to the services provided reimbursement requirements, updating inventory lists and sub-contracts requirements.

These guidelines are strictly guidelines and do not take precedence over the contract or the TANF regulations.

The contractor shall:

1. Not transfer funds between the TANF-WoRC program, FSET Program and FSET Supportive Services line items as they are individually funded and listed as such in the body of the contract.
2. Seek approval in writing from the Department before transferring funds equaling 10% or more of the total of any of the following: Personnel Services, Operating Expenses or Equipment categories. A budget amendment will be requried if the transfer is approved.
3. Notify the Department in writing within thirty (30) calendar days of the transfer of funds of less than 10% of the total in any of the following: Personnel Services, Operating Expenses or Equipment categories if they impact services.

For purposes of this Plan and the contract the word commingle means:

Commingle means funds that are blended with other funding sources, and not kept segregated. For purposes of this contract, TANF and/or MOE funds must be segregated for expenditure and accounting purposes. Separate records must be kept that identify the source and application of funds for federal and state sponsored activities. The records must be supported by source documentation. **TANF FUNDS CANNOT BE COMINGLED WITH ANY OTHER MONIES FOR ANY PURPOSE.**

Projected Budget Narrative and Breakdown Worksheet

Complete for each line item listed in the contract

	Total
Personnel Services (1a+1b)	**$0.00**
a. Salaries	
b. Benefits	

Personnel Services			
Position Title	**Number of Employees**	**Percentage of FTE**	**Salaries & Benefits**
		Total	**$0.00**
Personnel Services Narrative (Please list the salary range for each of the position titles listed above):			
Lines may be added to the Personnel Services section if needed.			

Operating Expenses	
Indirect Costs / Common Costs	
Building & Auto Insurance	
General Liability Insurance	
Maintenance/Janitorial	
Internet/Data Network Charges	
Computer Leases & Maintenance	
Rent	
Records & Storage	
Supplies & Printing	
Phone / Long Distance, Postage, Outreach Advertising	
Personnel--Recruiting Advertising	
Travel & Per Diem *Please list Examples below*	
Staff Development & Training *Please list Examples below*	
Total	**$0.00**
The Operating Expense section must be completed in it's entirety. Lines may be added; however, for each additional line a narrative must accompany it below.	

Grand Total (Personnel Services and Operating Expenses)	**$0.00**

*Narrative Section for expenses requiring examples or for expenses not listed above: